

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

2005 JUN 13 7:12 PM

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case:

06-0446

ORIGINAL

Regarding a complaint by (Person making the complaint):

GARY HAYNES

Against (Utility name):

NICOR GAS INFORMAL COMPLAINT 2005.22554s

1. In September, 2001 we moved our single family into what had been a "duplex." There were three Nicor meters; ~~As to (Person making complaint) our name Nicor did not mention that we'd pay a "delivery charge" for EACH of three meters at our single family home.~~
2. Nicor said that they could put in a single meter at our expense, and that we had to hire a plumber to make the connection. ~~They did not mention - and new to Illinois and to NICOR, we had no idea that they would otherwise charge us three times - about \$13 for each meter every month - even though they were "delivering" gas just once to one home.~~
3. When we discovered the triple charge for single service, we wrote to Nicor but got no satisfaction. An informal complaint to the ICC went nowhere, ~~and~~ Nicor told ICC in 11/05 (untrue) that the matter had been resolved.

OREGON, IL 61061

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

1473 N 14th RT 2 OREGON IL 61061

The service address that I am complaining about is

TRIPLE BILLING 'DELIVERY' CHARGE

My home telephone is

TO SINGLE FAMILY DWELLING
[815] 732-9119

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[815] 440-5110 (CELL)

(Full name of utility company)

NICOR GAS

to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

1. We bought the property, a "triplex" in September 2001 and began converting it to a single-family home. Nicor was sending three bills, one for each of three meters on the property, charging a "delivery" fee for each. We asked for a single bill; Nicor said that we would have to hire a plumber to convert from three to a single meter. They were also unable to combine the billings, and we got three separate bills a month. (though ComEd had no problem combining their three meter readings on a single account.) Nicor did not mention that that we'd be charged three times for "delivery" to our single family home. When we noticed the triple charge, attempts to even enter into discussion with Nicor were fruitless: "Nicor is entitled to charge for each meter until and unless the customer pays a plumber to route the gas through a single meter." Letters, including one to Russ Strobel, CEO of Nikor, went unanswered. (copies attached; a case number was assigned our informal complaint - 04-3742, but Nikor even claimed to the ICC that the problem was resolved.

2. From 9/28/01 through 6/7/06, we paid Nicor a total of \$11,254.13. Until we paid for Nicor to install and transfer service to a single new meter in December 2005 EACH of three accounts was billed, and paid, separately. -Accounts numbered 8046202753, 8046202621, and 8046202423. Nicor continued billing now-gone meters through 2/6/06, but finally got the account straight in March.

Until that conversion, we received three bills including a "delivery" charge. Since service to this address has been to a single family since 9/2001, we seek reimbursement from Nicor of the two extra "delivery charges" imposed each month from 9/28/01 through February 2006.

Please clearly state what you want the Commission to do in this case:

We seek an order for Nicor to repay the unearned "delivery charge" for two of three meters at our single family home from the first bill in our name (9/01) through the end of their triple billing 3/2006.

Date:

6/9/06
(Month, day, year)

Complainant's Signature

Gary Haynes

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, Gary Haynes, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature)

Gary Haynes

Subscribed and sworn/affirmed to before me on (month, day, year) 6/9/06

Rebekah S. Hall
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.